ABSTRACT OF THE DISCLOSURE

A data based work order system for maintaining and analyzing maintenance records, including work orders, technicians assigned, data from the maintenance performed, including the time required to perform the maintenance and any other desired information related to each work order. The system can analyze the data entered to perform various desired functions, such as comparing the time taken to perform a specific type of work order with a standard benchmark time for a comparable work order. The system can electronically interactively interact with the service technician as the work order progresses. The service technician can enter the actions taken into a system database, such as the start time, pauses, parts replaced or ordered, completion or non-completion. The system can provide the technician with an electronic decision hierarchy from an inventoried set of pre-identified work order problem solutions, which the technician can utilize to select solutions to the problems identified by the technician as the maintenance is completed. The data can be analyzed to update, develop or compare benchmarks for a specific type of work order; to provide information specific to the skills of each specific technician and to indicate where training is warranted for specific types of work orders, such as from a comparison with the relevant work order benchmark; the data can be analyzed to spot trends and problems associated with specific types of equipment or specific sites or apartment units; and the database can be utilized to generate reports.